

**BUREAU FOR PRIVATE POSTSECONDARY  
AND VOCATIONAL EDUCATION**

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**CONSUMER COMPLAINT INFORMATION SHEET**

The following information is intended to inform consumers of the procedure for filing a complaint with the Bureau for Private Postsecondary and Vocational Education (Bureau).

Before you file a complaint with the Bureau against a private postsecondary or vocational school, we suggest that you attempt to settle the matter with the school. If that attempt is unsuccessful, and if there is a dispute between the consumer and the school, or the consumer believes that the school is violating the Private Postsecondary and Vocational Education Reform Act (Act) the consumer can file a complaint with the Bureau. A copy of the Bureau's Consumer Complaint Form is attached.

➤ **BUREAU OBJECTIVES**

The Bureau will investigate any complaint, and may attempt to effectuate settlement by persuasion and conciliation. The Bureau's main objective is to **mediate** complaints and provide alternatives or solutions that will enable the student and the school to reach an agreement. Consumer complaints are handled by the Bureau's Complaint Resolution and Compliance Unit (CRCU).

➤ **FILING YOUR COMPLAINT**

The Bureau encourages you to file your complaint in writing and to use the Bureau's Consumer Complaint form. Please complete all sections of the form and provide a detailed explanation of the circumstances surrounding your complaint. Include copies of any documents that may substantiate your side of the dispute. It is recommended that you include copies of any correspondence or other documentation of your contacts with the school; enrollment agreement; catalog; funding or loan documents; school records; etc.

➤ **COMPLAINT JURISDICTION**

Upon receipt of your complaint, the CRCU will review your complaint to assure that the Bureau has jurisdiction. If the Bureau does not have jurisdiction over your complaint, it may be referred to some other agency or organization which may be able to assist you (e.g., another state or federal agency, the Better Business Bureau, small claims court, municipal or superior court). The Bureau has only very limited jurisdiction in cases involving unlicensed schools. In these cases, the Bureau may advise you to seek civil court remedies.

➤ **COMPLAINT PROCESS**

If the Bureau determines that it has jurisdiction to handle your complaint, the CRCU will send you an acknowledgement letter. The school will be mailed a copy of your complaint, and will be asked to send the Bureau a response to your complaint. Upon receipt of the school's response, Bureau staff will review the complaint and the school's response, and identify ways to resolve the complaint. At that time, the Bureau may contact you or the school by telephone in an effort to mediate a solution.

If the complaint is resolved, the Bureau will provide both parties with written confirmation of the resolution, and will close its file. If the Bureau is unable to bring the complaint to an agreeable resolution, the Bureau will notify both parties in writing that the Bureau is closing its file, and will suggest other means to resolve the complaint that may be available to you.

**If you have further questions, please write or telephone the Bureau at the address and telephone number indicated above.**